

## OLDER PEOPLE'S PLAN - PROGRESS UPDATE 2011-12

<b>Cabinet Members</b>	Councillor Ray Puddifoot Councillor Philip Corthorne
<b>Cabinet Portfolios</b>	Leader of the Council Social Services, Health & Housing
<b>Officer Contact</b>	Dan Kennedy – Central Services / Social Care, Health & Housing
<b>Papers with report</b>	Older People's Action Plan 2011-12

### HEADLINE INFORMATION

<b>Purpose of report</b>	To provide an update on improvements delivered for older people, contained within the Older People's Plan.
<b>Contribution to our plans and strategies</b>	The older people's plan assists the Council to deliver its plans to put residents first and to work with partners in delivering the Sustainable Community Strategy for Hillingdon.
<b>Financial Cost</b>	The majority of proposals will be financed from within existing resources. However, some proposals may be financed via funding set aside under the "Leader's Initiative".
<b>Relevant Policy Overview Committee</b>	Social Services, Health & Housing
<b>Ward(s) affected</b>	All

### RECOMMENDATION

That Cabinet notes the significant achievements to deliver the older peoples action plan during 2011/12 to date to improve the quality of life of older people.

### INFORMATION

#### Reasons for recommendation

1. The Older People's Plan endorses the commitment from the Council and its partners to the continued development and improvement of services designed to create a better quality of life for older people in Hillingdon. The plan supports the council to put residents first and supports Hillingdon in delivering the Sustainable Community Strategy.

## Alternative options considered / risk management

2. None considered

## Comments of Policy Overview Committee(s)

3. None at this stage

## Supporting Information

4. The implementation of the Older People's Plan is achieved through annual action plan targets.
5. The Plan has been developed in consultation with older people and a wide range of partners including the Hillingdon Primary Care Trust, Hillingdon Hospital, Voluntary Sector Partners, Police, Ambulance Service and Fire Brigade. This collaborative approach has proved successful and will continue to further improve services for older people in the borough and promote health and well-being in Hillingdon.
6. The Older People's Action Plan is made up of key themes which older people have said are important to them. They include: safety and security; preventative care; keeping independent and healthy; supporting older people in the community; and housing.
7. The action plan is regularly monitored and updated. Projects identified by the Leader's Initiative are considered against these stated themes.
8. The resident's survey 2010/11 confirmed that older residents show high levels of satisfaction with the council and specific initiatives under the Older People's Plan and Leader's Initiative. Free burglar alarms and council tax freeze initiatives are rated as 'very important' by residents (93% and 88% respectively).

How important are the following initiatives?	2010
Council tax freeze for over 65s	88%
Support for victims of burglary	93%
Older people's budget	84%
Brown badge scheme	76%
Free swimming	74%

9. There have been a number of achievements during 2011/12 so far. Highlights include:

### **Safety and Security**

- Free burglar alarms - Provision of free burglar alarms for older people. All the planned 500 alarms have now been installed into the homes of older people in the period 1 April 2011 to 31 August 2011 and all older people receiving an alarm also receive an information pack on home security. This project has been funded by the Leader's Initiative. The next phase of the initiative started on 12 September 2011. In total, we

are on track to install 3,500 burglar alarms to older people by March 2012 since the scheme started.

- Rogue traders – Up to the end of July 2011, Trading Standards received 13 reported incidents of rogue builders. All complainants were visited by the Trading Standards Team.
- Raising Awareness of Home Safety - Since April 2011, 32 staff members have completed the e-learning 'be-safe-at-home' course which increases awareness and understanding of home safety risks and what to look for when visiting the home of a resident. 90% of staff completing the course has said it is 'good' or 'excellent'.

### **Preventative Care**

- Telecareline – In April 2011 the London Borough of Hillingdon launched the new TeleCareLine offer. The service supports residents to live safely and independently in their own homes and as such is central to transforming our social care offer. It makes greater use of a range of equipment, such as sensors and detectors all connected back to our staffed local control centre.

Building on our track record of support for vulnerable older people we are offering the service free to any resident in the borough over the age of 85. We are also offering it free to residents who qualify for adult social care services and who meet financial eligibility criteria. And for 6 weeks to anyone receiving reablement.

By offering the service free we are taking a preventative approach so that more older and disabled residents can remain independent for longer.

Since 1 April 2011 to the end of August we have installed 506 units and are on track to help an additional 750 resident's during the first full year of the service.

The development of services like Telecareline is part of a broader strategy working across social care, health and housing to help reduce the need and frequency for admission to hospital for people with needs arising from a stroke, incontinence, dementia and injuries arising from a fall.

### **Keeping Independent and Healthy**

- Extending the Brown Badge Parking Scheme – The Brown Badge Parking Scheme offers older people a designated place to park their car / vehicle which means older people are closer to amenities. This helps to maintain their independence.

To date, since the scheme started, a total of 6,595 Brown badges have been issued, with 496 being issued since April 2011 to date. To extend the scheme further, we are currently considering 3 potential 'on-street' locations covering Ruislip, Uxbridge and Hayes. Approval will be required from the Department for Transport for 'on-street' parking bays.

- Free Swimming – Free swimming sessions for older people continues to be successful. During the first 5 months of this year a total of approximately 7,796 free admissions were recorded across the entire borough's swimming facilities.

- Allotments - A number of short gardening courses have been held at Hayes End Allotments since April 2011 with Adult Education. More are planned and will concentrate in the south of the borough as this is where there are vacant plots (110 in total).

Resurfacing works have been completed at Stafford Road site to improve access for all users. DASH continue with their project to build a disabled friendly garden (with paths and raised beds etc) at Belmore Allotment Site and the council continues to support this project.

- Active ageing - We currently have 6 Age UK Extend Exercise classes in Hillingdon that are taking place at community centres and sheltered housing sites and the Boots Wellbeing Centre. The classes provide gentle exercise to music for the over sixties to promote health, increase mobility and independence, improve strength, co-ordination and balance and to counteract loneliness and isolation.
- In addition 6 week Yoga courses at 3 sites have started and being delivered by an AGE UK volunteer.

### **Supporting Older People in the Community**

- Support for Older People During the Economic Down-turn - Financial health check sessions continue to be delivered in local libraries, sheltered housing, lunch clubs and community centres across the borough.
- Between April & June 2011 a total of 38 local financial health check surgeries were delivered along with 68 home visits. From this outreach work a total of 49 benefits checks were undertaken. 22 Attendance Allowance claims were awarded totalling annual payments of £74,089.60. A further 2 Carers Allowance were awarded totalling annual payments of £3,926 plus backdated limp sums; and 1 award of Pension Credit totalling an annual payment of £1,249.
- Heater Loan Scheme - Article scheduled for November/December 2011 edition of Hillingdon People with feedback comments from scheme users. In 2011 a total number of 17 older people received heaters on loan to support them when dealing with heating systems breakdown/repairs.

### **Housing**

- Improving Housing Conditions for Older People – Hillingdon have continued to improve the homes of older people. The total to end of August 2011, 126 properties have been improved for older vulnerable persons. On track to achieve the target of 310 properties improved by March 2012.
  - Extra Care Housing – new extra care housing provided to help older people live independently in the community
10. A full progress update of the action plan during 2011/12 is attached under appendix one.
  11. Leaders Initiative – Supporting Older People – The Leaders Initiative has continued to support a broad range of projects and events, developed both within the community, with

partners and across council services, to enable older people to remain independent, active and healthy.

12. Key projects include:

- Burglar alarms for older people to help them keep safe
- Barnhill Community Association - range of social events and day trips for older people attending the weekly senior citizens club.
- Age UK Hillingdon – 60 Plus Fair - The Age UK Hillingdon 60 plus Fair took place on Tuesday 11th October 2011 in the Pavilions Shopping Centre, Uxbridge. The event is unique in providing both information and entertainment specifically targeted at the over 60s. The information provided aims at keeping older people healthy, safe and active in their life but especially in their retirement. The event has been running for the past 8 years.
- A defibrillator trial in libraries.
- Heater loan scheme – to assist older people during colder weather when their heating and hot water systems fail.

### **Financial Implications**

13. The majority of proposals will be financed from within existing resources. However, some proposals may be financed via funding set aside under the “Leader’s Initiative”.

## **EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

### **What will be the effect of the recommendation?**

14. The Older People’s Plan is welcomed by older people as positively continuing to raise their value and profile and is an opportunity to improve the lives of older people in the community.

### **Consultation Carried Out or Required**

15. Regular feedback from the Hillingdon Older People’s Steering Group and Older People’s Assembly is used to help shape future priorities. The Older Peoples Assembly in Hillingdon receives progress updates on delivering the promises set out within the Older Peoples Plan.

## **CORPORATE IMPLICATIONS**

### **Corporate Finance**

16. Corporate finance has reviewed this report and is satisfied that the financial implications reflect the resource implications for the Council for the implementation of the Older People’s Plan. Corporate Finance is satisfied that the majority of the proposals will be contained within existing budgets but that some proposals may be financed by funding set aside under the “Leader’s Initiative”.

## **Legal**

17. Under the Council's Constitution the Cabinet has the appropriate powers to agree the recommendation proposed at the outset of this report. There are no other significant legal implications arising out of this report to bring to Cabinet's attention.

## **BACKGROUND PAPERS**

NIL